

# DEPARTMENT OF CHILDREN AND FAMILY SERVICES

This section outlines the MCO's responsibilities for coordination and collaboration with the Louisiana Department of Children and Family Services (DCFS) in serving enrollees who are in the custody of the state. Given the complex medical, behavioral, and social needs of this population, the MCO is expected to maintain structured communication, ensure timely access to care management services, and support comprehensive, multidisciplinary care coordination.

## DCFS Liaison

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The MCO shall designate a dedicated liaison to serve as the primary point of contact with DCFS. The liaison shall be responsible for ensuring ongoing communication and coordination between the MCO and DCFS, including facilitating all required meetings.

In addition, the liaison shall support outreach, education, and community engagement efforts with key stakeholders, including court systems, educational institutions, and law enforcement agencies, to promote coordinated care and service delivery for enrollees in DCFS custody.

## Case Management

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The MCO shall refer all enrollees in the custody of DCFS to Case Management services.

If MCO outreach to a DCFS-enrolled member identified as High Risk is unsuccessful in engaging the member in Case Management, the MCO shall notify DCFS via [DCFS.treatment@la.gov](mailto:DCFS.treatment@la.gov) to request assistance with member engagement.

For enrollees in DCFS custody who are identified by the MCO as requiring Transitional Case Management, the MCO shall include DCFS as a participant in the enrollee's multidisciplinary care team.

Appropriate MCO staff shall meet with DCFS on a weekly basis to address case-specific care coordination for:

- ❖ Enrollees in DCFS custody identified by the MCO for High-Risk Case Management;
- ❖ Enrollees in DCFS custody receiving Transitional Case Management; and
- ❖ Enrollees identified by DCFS on a case-by-case basis.

MCO executive management (CEO, COO, and or CMO) shall meet with DCFS at least quarterly to address systemic issues and program-level concerns. More frequent meetings may occur upon mutual agreement.

## Data Sharing

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The MCO shall implement processes to support the timely and secure electronic exchange of enrollee information with DCFS. At a minimum, this exchange shall include, as appropriate:

- ❖ Service authorization documentation;
- ❖ Behavioral and physical health information;
- ❖ Diagnoses;
- ❖ Results of physical assessments and screenings, including adverse childhood experiences (ACEs);
- ❖ Prescribed medications;
- ❖ Identified social needs; and
- ❖ Changes in condition that may adversely impact the enrollee's health or welfare.

The MCO shall ensure that medical records for enrollees in DCFS custody are readily accessible to DCFS to facilitate prompt information sharing, service coordination, and linkage to care. These efforts shall support the effective management of the complex needs of this population.

## Reporting

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The MCO shall comply with all DCFS reporting requirements established under the Contract and in accordance with this Manual, as well as any companion guidance issued by the Louisiana LDH, including reporting guides and DCFS reporting templates.

All required reports shall be submitted directly to DCFS in the format and within the timeframes specified.